p01-app draft new.clm   CLAIMS

1.   (Original)   In an internet communication environment, the improvement comprised of

a combination of a chat function with a browser leading function.

2.   (Original)   A communications process comprised of the following steps: a user clicks

on a special hyperlink button on a website; the user is connected via the hyperlink to begin a real-

time dialogue with a live sales or service person; the service person answers questions, makes sales

or leads user to any desired location on the web.

3.   (Cancelled)

4.   (Previously added)   The improvement in an internet communication environment of

claim 1 further comprising a communications process comprised of the following steps: a user

clicks on a special hyperlink button on a website; the user is connected via the hyperlink to begin

a real-time dialogue with a live sales or service person; the service person answers questions,

makes sales or leads user to any desired location on the web.

5.   (Previously added)   The improvement in an internet communication environment of

claim 4 wherein the communications process further comprises a real time internet communications

system, the system comprising a session service, a website, one or more support Agents and a

User, and a switching cloud, wherein at least one of the Agents logs in to the session service while

a User is browsing the website, further wherein the User clicks on a hyperlink on the site and is

directed to the cloud, where the User is placed in a queue while the cloud notifies a logged in

Agent that the User has made a Request; further wherein the cloud distributes a client application

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to the User; whereby when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed into a channel to collaborate.

6.   (Previously added)   The improvement in an internet communication environment of claim 1 further comprising a real time internet communications system, the system comprising a session service, a website, one or more support Agents and a User, and a switching cloud, wherein at least one of the Agents logs in to the session service while a User is browsing the website, further wherein the User clicks on a hyperlink on the site and is directed to the cloud, where the User is placed in a queue while the cloud notifies a logged in Agent that the User has made a Request; further wherein the cloud distributes a client application to the User; whereby when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed into a channel to collaborate.

7.   (Previously added)   The communications process of claim 2 further comprising a real time internet communications system, the system comprising a session service, a website, one or more support Agents and a User, and a switching cloud, wherein at least one of the Agents logs in to the session service while a User is browsing the website, further wherein the User clicks on a hyperlink on the site and is directed to the cloud, where the User is placed in a queue while the cloud notifies a logged in Agent that the User has made a Request; further wherein the cloud distributes a client application to the User; whereby when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed into a channel to collaborate.

8.   (New) An internet communications system between at least two users, the system comprising a first user web chat module and a browser operably associated therewith, the combination thereof operably connectable over the internet with a second user web chat module,

the second web chat module further comprising a browser driving module, the browser driving module operably connectable to the first user browser for selectable control of the first user browser such that the browser can thereby be driven to a location on the web selectable by the second user, without operational intervention by the first user.

9.   (New) The system of claim 8 wherein the first user is a customer and the second user is an agent.

10.   (New) The system of claim 9 wherein the agent is a customer service representative (CSR).

11.   (New) The system of claim 9 further comprising a plurality of users, each user having a user web chat module and a browser operably associated therewith, the combination thereof for each user operably connectable over the internet with the agent web chat module, the agent browser driving module operably connectable to the plurality of user browsers for selectable control of the user browsers by the agent such that all the browsers can simultaneously be driven to the same location on the web selectable by the agent without operational intervention by the any of the users.

12.   (New) The system of claim 8 further comprising a communications process comprised of the following steps:

a user clicks on a special hyperlink button on a website accessible to the user's browser;

the user is connected to a live agent over the internet via the hyperlink to begin a real-time web chat with the agent;

the agent controls the user browser to drive it to a location on the web selected by the agent.

13.   (New) A communications process comprised of the following steps:

a user clicks on a special hyperlink button on a website accessible to the user's browser;

the user is connected to a live agent over the internet via the hyperlink to begin a real-time web chat with the agent;

the agent controls the user browser to drive it to a location on the web selected by the agent.

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